



**U.S. DEPARTMENT OF  
COMMERCE  
Bureau of the Census  
Recruiting Bulletin**

**Issue Date:** May 1, 2009

**Recruiting Bulletin No:** 3299-AMT-09-011

**Closing Date:** June 1, 2009

**Location:** Multiple locations in Southern California and Hawaii

**Position Title:** **Assistant Manager for Technology (AMT)**

**Pay Rate:** \$19.25 - \$21.25 per hour. Pay rate varies by area.

*\*These are 2009 Administratively Determined (AD) pay rates and any locality or cost of living has already been included in how the pay rates were determined and are not in addition to the current pay rate. Therefore any additional COLA or locality pay does not apply.*

**Number of Vacancies:** Few

**Excepted Service Appointment:** This is a not to exceed 1 year Schedule A appointment  
Not to exceed 9/25/2010

**Area of Consideration:** Candidates residing within the local census office boundaries of Fresno, Imperial, Inyo, Kern, Kings, Madera, Mariposa, Merced, Monterey, San Luis Obispo, Tulare, Los Angeles, Orange, Riverside, San Benito, San Bernardino, San Diego, Santa Barbara, Ventura, Oahu, Kauai, Hawaii, Maui Counties. Applications will be assigned to the Local Census Office based on their residence within the Local Census Office Boundaries.

**Work Schedule:** This is a temporary Full-time position, covered by the mixed-tour employment program. A mixed-tour work schedule may be changed from full-time to part-time or intermittent to accommodate fluctuating workloads.

**Who May Apply:** All Qualified U.S. Citizens. Applications considered for Local Census Office within the Local Census Office boundaries of their residential address.

**Duties: Assistant Manager for Technology (AMT):** Incumbent is responsible for managing automation functions in the LCO. Individually, or through designated automation staff, is the first line of contact for all hardware, software, and telecommunication problems in the LCO and between the LCO and Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating automation operations to efficiently support LCO functions. The individual is responsible for managing LCO support functions for Mobile Computing Equipment (MCE) to be used for automated data collection. Works under the direction of the Local Census Office Manager and provides technical guidance and support to Assistant Managers at the LCO, in such areas as: training; making adjustments to expedite production, including the scheduling and coordinating of data entry operations for optimal use of workstations and print devices; managing the property control system for Office Computing Equipment (OCE), MCE and peripherals; coordinating printing activities and assuring that printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on; and coordinating the workflow of documents in and out of the automation area. Selects and supervises Technical Support Supervisors and Inventory Control Clerk(s) responsible for supporting various automation activities. As needed trains, or supervises others to train, LCO office employees on software, hardware and automation operations. The incumbent will be responsible for installation and configuration support operations for OCE, MCE and associated peripheral devices. The incumbent will also lead all OCE, MCE and automation support efforts and coordinate resources to support all LCO data entry and related automation activities for the operations control system, asset management systems, and payroll and personnel system. The incumbent will be responsible for administering user accounts for the various programs utilized by the LCO staff. The incumbent is responsible for the paper and automated tracking of property management to include: ensuring necessary forms are accurately filled out; property management systems are updated; and regular audits. The incumbent is also responsible for reporting and documenting lost, missing, and stolen equipment and the coordination of warranty repairs. Under the direction of the RCC Support Staff, the incumbent will conduct on-site LAN/WAN hardware diagnostics for infrastructure cabling and hardware such as Customer Switching Unit /Digital Switching Units (CSU/DSU), router, switch, NetWare servers, Personal Computers (PCS), Voice over Internet Protocol (VOIP) telecommunications systems and printers.

**Qualifications:** To qualify for the Assistant Manager Technology position, all applicants MUST:

- Pass a written management test
- Possess the minimum experience in each of the three areas contained in the Evaluation Criteria Attachment. Your experience for all three must be at least at the level described as “c” in the attached Evaluation Criteria Statement for the Assistant Manager for Technology. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full.

**HOW TO APPLY:** Follow the steps and submit a SEPARATE application packet for each area desired. ***Failure to do so will result in loss of consideration for that area.***

**Step 1: Complete the following forms.....**

- Résumé, listing your work duties and accomplishments relating to the job for which you are applying and/or Optional Application for Federal Employment [OF612.pdf](#)
- Declaration for Federal Employment [OF306.pdf](#)
- [Evaluation Criteria Statement for Assistant Manager for Technology Position.](#) (refer to Step 2)
- Exam required (refer to Step 3)

Additionally, the following information must be included in your résumé/application to evaluate your qualifications and determine if you meet legal requirements for Federal employment. Failure to provide this information may result in loss of consideration.

- Recruiting Bulletin number, and Position title.
- Full name, mailing address (including zip code) and day and evening phone numbers (with area code).
- Social Security number
- Country of citizenship (**this Federal job requires U.S. citizenship**).
- Veteran's Preference – Applicants claiming 10-point veteran's preference must submit an SF-15, Application for 10-Point Veteran's Preference, with the required proof (i.e., statement from the Department of Veterans Affairs) and the latest copy of the DD-214, Certificate of Release or Discharge from Active Duty. If the applicant does not provide the supporting documentation for the 10-point preference, but has provided the documentation for the 5-point preference, they will receive the 5-point preference only (until the documentation for the 10-point preference is received).
- Highest Federal civilian grade held (if applicable)
- Highest education level achieved. Specify: name, city, state, zip code (if known), date or expected date (month/year) of completion of degree requirements, type of degree received, and graduate of foreign universities must include proof of foreign education equivalency to an accredited U.S. college/university.
- Paid and non-paid work experience related to the position. For each work experience include: job title, series/grade (if Federal employment), duties and accomplishments, employer's name and address, supervisor's name and address, starting and ending dates, hours per week, salary, and indicate if we may contact your current supervisor/employer.
- Job-related: training courses (title and year), skills (e.g., other languages, typing speed, computer software/hardware, tools, etc.), certificates/licenses (current), and honors, awards, and special accomplishments (e.g., publications, memberships in professional societies, etc.).
- Use of any Government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted.
- Disabled veterans or any other applicants eligible for non-competitive appointments should specify their special eligibility on the application. Individuals with a disability may request reasonable accommodations by calling 877-232-3385.

**Step 2: To be considered, all applicants must complete the attached Evaluation Criteria Statement form addressing each question in column A. You must indicate the job from your attached resume that verifies the answer you selected OR write in your experience in the space provided in Column B.**

**Take all completed application forms along with the Evaluation Criteria Statement Information with you to your scheduled exam.**

If you have previously taken the Management/Supervisory 29 question 60 minute exam. You do NOT have to re-test. Mail your application directly to:

U.S. Census Bureau  
Los Angeles Regional Census Center  
9301 Corbin Avenue, Suite 1000  
Northridge, CA 91324  
Attn: 3299-AMT-09-011

**Step 3: Please call 866-861-2010 press zero and enter your zip code to schedule the next available test session in your area.**

**APPLICATION DEADLINE:** Application materials must be received before attending the written exam session. Applications will be referred to the selecting official as vacancies arise and all positions are filled.

**Payment of relocation expenses IS NOT authorized.**

For further information on this vacancy you may contact, recruiting, at 866-861-2010 press zero and enter your zip code to schedule the next available test session in your area.

**CONDITIONS OF EMPLOYMENT:**

- This is a Mixed-Tour work schedule that may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment.
- You will be required to complete a Declaration of Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make false statements in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.
- Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship).

**THE U.S. DEPARTMENT OF COMMERCE IS AN  
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

THIS CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR TECHNOLOGY	
COLUMN A	COLUMN B
Applicants <b><u>are required</u></b> to answer each of the <b>three</b> questions below in Column A by circling the best response <b><u>and</u></b> supporting that response in Column B.	<b>Applicants are also required to complete the following:</b> <ol style="list-style-type: none"> <li>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. <b>OR</b></li> <li>2. Write in the space below your experience that supports your answer. In addition to listing your experience, you <b><u>must include</u></b> the employer's name and address, the title of the position, and the dates of employment.</li> </ol>
<b>1. Describe your experience managing automation functions to support field data collection activities and administrative programs. (Circle the appropriate letter.)</b>	<b>Response must support answer circled in Column A</b>
<b>a.</b> I have experience managing an automation operation for <b><u>all</u></b> of the following: field data collection activities, production, <b><u>and</u></b> administrative programs. This includes experience with servers, desktops, laptops, mobile computing devices, <b><u>and</u></b> systems for tracking and managing property. Additionally, I have experience troubleshooting complex automation related problems and implementing solutions to correct any deficiencies.	
<b>b.</b> I have experience managing an automation operation for <b><u>at least one</u></b> of the following: field data collection operations, production <b><u>or</u></b> administrative operations. This includes experience with servers, desktops, laptops, and mobile computing devices. I have experience resolving routine automation related issues.	
<b>c.</b> I do not have managerial experience, but I have technical experience and/or related education providing knowledge of troubleshooting evaluating and analyzing.	
<b>d.</b> My experience is less than what is described above.	
<b>2. Describe your experience demonstrating the ability to manage a time-critical automation support function through subordinate staff. (Circle the appropriate letter.)</b>	<b>Response must support answer circled in Column A</b>
<b>a.</b> I have experience with <b><u>both</u></b> of the following: managing at least one level/tier of subordinate management (e.g., I directly supervised either supervisor(s) or team lead(s)); <b><u>and</u></b> managing the implementation of solutions to correct complex problems regarding automation operation.	
<b>b.</b> I have experience managing a staff of automation operation technicians. I have lead teams involved in resolving automation related issues.	
<b>c.</b> I do not have supervisory experience, but I have technical experience and/or related education providing knowledge of automated environments and troubleshooting automation related issues.	
<b>d.</b> My experience is less than what is described above.	

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<p>Applicants <b><u>are required</u></b> to answer each of the <b>three</b> questions below in Column A by circling the best response <b><u>and</u></b> supporting that response in Column B.</p>	<p><b>Applicants are also required to complete the following:</b></p> <ol style="list-style-type: none"> <li>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. <b>OR</b></li> <li>2. Write in the space below your experience that supports your answer. In addition to listing your experience, you <u>must include</u> the employer's name and address, the title of the position, and the dates of employment.</li> </ol>
<p><b>3. Please select the answer that best describes your experience demonstrating your ability to effectively communicate automated related information to multiple levels of an organization. (Circle the appropriate letter.)</b></p>	<p><b><i>Response must support answer circled in Column A</i></b></p>
<p><b>a.</b> I have experience communicating automation-related issues to multiple levels of staff including managers. This includes communicating and resolving technical and non-technical automated related issues. I have experience providing training to automation and other organizational staff.</p> <p><b>b.</b> I have experience communicating automation-related issues to subordinate staff. I have experience providing training to subordinate staff.</p> <p><b>c.</b> I have experience working on a help-desk to resolve automation issues for staff. I do not necessarily have any experience training individuals or groups, but would be comfortable speaking in front of groups of employees.</p> <p><b>d.</b> My experience is less than what is described above.</p>	